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**Patent Application**

**Inventor(s)** Michael A. Koptiw, Jr.  
Steve A. Sazegari

**Docket No.** 2000-0453

**Serial No.**

**Filing Date**

**Examiner**

**Title** Service Interaction Media in an Intelligent Network Environment

**COMMISSIONER FOR PATENTS**  
WASHINGTON, D. C. 20231

**SIR:**

**INFORMATION DISCLOSURE STATEMENT**

In accordance with 37 CFR § 1.97(b), the enclosed Information Disclosure Statement, with attached reference(s), is submitted for consideration in the above-identified application.

A copy of each of the listed documents is enclosed.

In accordance with 37 CFR § 1.97(h), by filing this Information Disclosure Statement, Applicants are not admitting that the information cited in the Statement is, or is considered to be, material to the patentability as defined in § 1.56(b).

**NO FEE REQUIRED**

In the event of non-payment or improper payment of a required fee, the commissioner is authorized to charge or credit **Deposit Account No. 01-2745** as required to correct the error.

Respectfully,

By

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Date: July 25, 2001

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